Troubleshooting Guide

Version 3

Revision V

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Revision History

Revision	Date*	Description
A	May 6, 2003	Added Intel Accelerator and blue screen issues
B	August 21, 2003	Release 2.0
C	September 3, 2003	Minor changes (updated Fixed and Known Issue items, upgraded Acrobat)
D	November 19, 2003	Release version 2.0.2.4
E	March 9, 2004	Release version 2.1.0.2
F	March 17, 2004	Release version 2.1.0.3
G	April 13, 2004	Release version 2.1.0.4
H	April 28, 2004	Minor changes
I	May 7, 2004	Release version 2.1.0.6
J	May 25, 2004	Release version 2.1.0.7
K	May 27, 2004	Revised Telephony Driver Chart Format
L	August 27, 2004	Release version 2.1.0.8
M	November 1, 2004	Release version 3.0
N	November 23, 2004	Added issues and Application Event Log
O	March 28, 2005	Release version 3.0.2
P	June 3, 2005	Release version 3.0.3
Q	June 15, 2005	Release version 3.0.3.1
R	July 29, 2005	Release version 3.0.3.1 Rev C (removed all issues except those pertaining to Version 3 series releases; added misc. issues)
S	August 15, 2005	Release version 3.0.3.1 Rev E
T	September 20, 2005	Minor changes
U	October 7, 2005	Release version 3.0.3.1 Rev F: clarification on hyperthreading
V	November 2, 2005	Release version 3.0.4

* Reflects the date document was changed, which may not coincide with software release date.

IMPORTANT NOTE:

This document was developed to help *DigiVoice* System Administrators determine probable causes/solutions for some issues based on hardware configuration and software version. If you are unsure about performing any operation listed here, please telephone Technical Support.

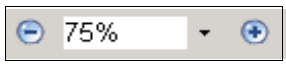
- This document includes troubleshooting information for ***all*** Version 3 releases of our product. (**Note**: VoiceLogger became Davacord in versions 3.0.2 and later.)
- This document assumes you are using the version of Adobe Acrobat found on the ***DigiVoice*** CD.
- Depending on your operating system, some of the steps described in this document may be slightly different from what you must perform on your system.
- All references to **DvCon** apply to versions 2.0 or later. In earlier versions, the utility was named DvXECon.
- All references to the Data Server apply to versions 2.0 or later. Earlier versions referred to it as the File Server.
- For questions regarding driver versions, refer to the Telephony Driver Release Chart chart located at the end of this document. This chart contains telephony driver release information for all versions of ***DigiVoiceXE*** software.

HINT: Examine the Application Event Log and other system event logs when errors occur to determine if the cause of the error and possible solution are evident.

HINT: Each section in this document is categorized by symptom. A symptom is shown in **bold** the first time it is listed. If applicable to your software version and/or hardware, try that solution first. If that fails to resolve the issue, try the next solution on the list that matches your symptom, software and/or hardware.

Some issues might apply to more than one section of this document. For example, if a channel shows No Line in *active.Console*, a solution may be listed in the *active.Console* section or the No Line section. If you don't see your issue listed in one section, review the other sections.

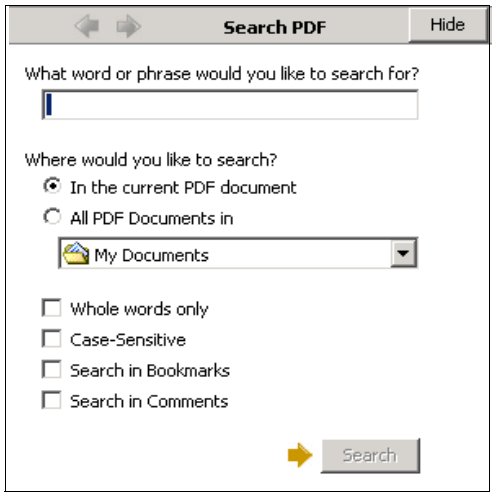
Search the Troubleshooting Guide



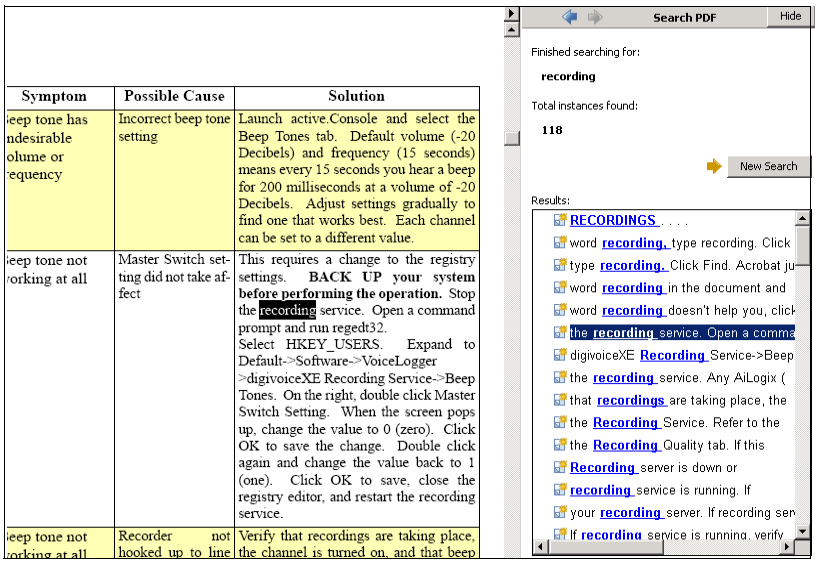
Enlarge or shrink help pages by clicking the - or + sign in the toolbar.

To search the document, click the binoculars icon on your Acrobat toolbar. (If you do not see binoculars, download the Adobe Acrobat version included on your ***DigiVoice*** CD.)

When you click the binoculars icon, enter a word or phrase you want to find. Select the current PDF document, then click Search. For example, to see all troubleshooting tips that contain the word *recording*, type **recording**. Click Search.



Acrobat jumps to the next appearance of the word **recording** in the document and highlights the word. On the right is a summary of your search results showing the number of times the words was referenced. Click one of the blue links to jump to a reference.


Symptom
Possible Cause
Solution
eep tone has ndesirable olume or equency
Incorrect beep tone setting
Launch active.Console and select the Beep Tones tab. Default volume (-20 Decibels) and frequency (15 seconds) means every 15 seconds you hear a beep for 200 milliseconds at a volume of -20 Decibels. Adjust settings gradually to find one that works best. Each channel can be set to a different value.
eep tone not orking at all
Master Switch setting did not take affect
This requires a change to the registry settings. BACK UP your system before performing the operation. Stop the recording service. Open a command prompt and run regedt32. Select HKEY_USERS. Expand to Default->Software->VoiceLogger >digivoiceXE Recording Service->Beep Tones. On the right, double click Master Switch Setting. When the screen pops up, change the value to 0 (zero). Click OK to save the change. Double click again and change the value back to 1 (one). Click OK to save, close the registry editor, and restart the recording service.
eep tone not orking at all
Recorder not hooked up to line
Verify that recordings are taking place, the channel is turned on, and that beep
Search PDF
Hide
Finished searching for:
recording
Total instances found:
118
New Search
Results:
RECORDINGS . . . .
word recording, type recording. Click
type recording. Click Find. Acrobat ju
word recording in the document and
word recording doesn't help you, click
the recording service. Open a comma
digivoiceXE Recording Service->Beep
the recording service. Any AiLogix (
that recordings are taking place, the
the Recording Service. Refer to the
the Recording Quality tab. If this
Recording server is down or
recording service is running. If
your recording server. If recording ser
If recording service is running, verify

ACTIVE.AGENT ISSUES

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**Can't connect to database on login**	Network issues for client machine	Resolve network issues
Any	Any	Can't connect to database on login	Network issues for server machine	Resolve network issues
Any	Any	Can't connect to database on login	Data server down	Verify data server is running. If not, restart.
Any	Any	Can't connect to database on login	Data server down	MySQL service stopped. Verify MySQL service is running. If not, start it. (See Start and Stop Services).
Any	Any	Can't connect to database on login	Corrupt table	Run DvCon to repair the table
Any	Any	**Slow to launch**	Insufficient RAM on data server. To verify this, find the **recordings.myi** file on data server. If file size is 70% of total RAM or more, this may be the problem.	In versions 3.0, set to purge regularly. Otherwise, add more RAM to the data server or contact Technical Support.
Any	Any	Slow to launch	Network issues	Resolve network issues
1.0 or later	Win98	**Hot Key combinations don't work**	Known issue (508) Some combinations don't work with Windows 98.	Fully test desired key combinations before placing into operation.
1.0 or later	Win98	**Client device start/stop keys don't work**	Incompatibility with other software	Others programs may be running that are not passing on the key presses you are capturing. Remove the other software or use different start/stop keys.
1.1 or later	Any	**Options are disabled**	Client license exceeded	When active.Agent client license is exceeded, all options are disabled except About, the User's Manual, and Exit. Contact Technical Support.

Vers	Hardware	Symptom	Possible Cause	Solution
3.0 or later	Any	Options are disabled	All recording servers down OR network problems for recording services	Verify recording service is running. If so, resolve network problems.
Any	Any running Windows XP	**Icon not always visible in system tray**	Windows XP may hide icons not used frequently	Right-click on the system tray and select Properties. On the Taskbar tab, click Customize. Beside the active.Agent icon, select Always Show and click OK.
Any	Any	**Icon indicates no license**	Data server down OR hasn't received license from recording server	Verify data service is running. Close other active.Agent applications to free a license.
Any	Any	**Channel shows Disconnect or Connected for extended period**		See CONNECTION ISSUES
Any	Any	Channel shows Disconnect or Connected for extended period	No assigned channel OR free agent seating is not set up	Check with system administrator to ensure correct channel assignment OR to verify free agent seating is set up and enabled.
Prior to 3.0.4	Any + WIN NT 4.0	**active.Agent not working** on systems with WIN NT 4.0	Known issue (3126)	Upgrade to 3.0.4
Any prior to 3.0.4	Any	**Auto popups (color codes, accounts, etc.) appear behind other applications**	Known issue (1946)	Upgrade to 3.0.4
Any prior to 3.0.4	Any	**Popup settings for All Users not applied to domain users who've never logged into system**	Known issue (3338)	Upgrade to 3.0.4

Vers	Hardware	Symptom	Possible Cause	Solution
Any prior to 3.0.4	Any	**Accounts list slow to load** and/or active.Agent locks up	Known issue (2641) due to large accounts list	Upgrade to 3.0.4. Launch active.Web and disable Accounts list.
Any	Any	**Other active.Agent issue**		Check Release Notes and Known Issues list on the ***DigiVoice*** Product Suite CD. Also, see GENERAL ISSUES. Contact Technical Support

ACTIVE.CONSOLE ISSUES

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**Can't connect to database on login**	Network issues for client machine	Resolve network issues
Any	Any	Can't connect to database on login	Network issues for server machine	Resolve network issues
Any	Any	Can't connect to database on login	Data server down	Verify data server is running. If not, restart.
Any	Any	Can't connect to database on login	Data server down	MySQL service stopped. Verify MySQL service is running. If not, start it. (See Start and Stop Services).
Any	Any	Can't connect to database on login	Corrupt table	Run DvCon to repair the table
Any	Any	**Slow to launch**	Insufficient RAM on data server. To verify this, find the **recordings.myi** file on data server. If file size is 70% of total RAM or more, this may be the problem.	In versions 3.0, set to purge regularly. Otherwise, add more RAM to the data server or contact Technical Support.
1.2 or later	Any	**No toolbar found**	User moved the dockable tool bar and closed it OR toolbar not selected in View menu	Select View>Toolbars>Toolbar from the active.Console menu bar. Toolbar should reappear in its most recent location.
2.0 - 3.0.1	Any	**Active recording count incorrect**	Known issue (1147)	No resolution yet. Recording count has been found to be more accurate in Channel View and if not frequently switching between views.
Any	Cybertech Parrot	**Channel showing No Line won't turn off in active.Console**	By design	Resolve No Line issue.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**Channel won't turn on in active.Console**	Someone turned off channel using the Record on Demand feature	Check with probable user(s) to see if channel turned off.
Any	Any	**Channel won't turn off in active.Console**	Someone turned on channel using the Record on Demand feature	Check with probable user(s) to see if channel turned on.
Any	Any	**Channels show Disconnect or Connected for extended period**		See CONNECTION ISSUES
Any	Any	**Can't connect to one or more services** in active.Console	Norton Internet Security may be enabled, blocking traffic	If listening sockets are available but no connection can be established, disable Norton Internet Security ***OR*** configure it to allow communications wit our ports (3410, 3400, 3420, 3306)
Prior to 3.0.4	Any	**Can't launch System Configuration** by selecting Admin->System Configuration	Known issue (3240) occurs when user has privileges for system config. and access to one channel that is NOT the first channel.	Upgrade to 3.0.4
Prior to 3.0.4	Any	**Only oldest folder purged,** then purge stops	Known issue (3178)	Upgrade to 3.0.4
Any	Any	**Other active.Console issue**		Check Release Notes and Known Issues list on the ***DigiVoice*** Product Suite CD. Contact Technical Support

ACTIVE.MONITOR ISSUES

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**Can't connect to database on login**	Network issues for client machine	Resolve network issues
Any	Any	Can't connect to database on login	Network issues for server machine	Resolve network issues
Any	Any	Can't connect to database on login	Data server down	Verify data server is running. If not, restart.
Any	Any	Can't connect to database on login	Data server down	MySQL service stopped. Verify MySQL service is running. If not, start it. (See Start and Stop Services).
Any	Any	Can't connect to database on login	Corrupt table	Run DvCon to repair the table
Any	Any	**Channels show Disconnect or Connected for extended period**		See CONNECTION ISSUES
Any	Any	**Own channel or user missing**	By design, as most people don't want/ need to monitor their own channel	In active.Monitor (Settings), choose to show your user/channel
3.0.2 or later	Any using Windows Terminal Server	**No audio when monitoring channels**	Special settings required on server and client machine in a WTS environment	See the Windows Terminal Server section in System Setup Guide
Any	Any	**Other active.Monitor issue**		Check Release Notes and Known Issues list on the ***DigiVoice*** Product Suite CD. Contact Technical Support

ACTIVE.WEB ISSUES

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**Error: Page cannot be displayed**	Network issues for client machine	Resolve network issues
Any	Any	Error: Page cannot be displayed	Network issues for server machine	Resolve network issues
Any	Any	Error: Page cannot be displayed	Data server down	Verify data server is running. If not, restart.
Any	Any	Error: Page cannot be displayed	Data server down	MySQL service stopped. Verify MySQL service is running. If not, start it. (See Start and Stop Services).
Any	Any	Error: Page cannot be displayed	Corrupt table	Run DvCon to repair the table.
Any	Any	**Can't connect to database on login**	Database down	Verify data server is running. If not, restart.
Any	Any	**Slow to launch**	Insufficient RAM on data server. To verify this, find the **recordings.myi** file on data server. If file size is 70% of total RAM or more, this may be the problem.	In versions 3.0, set to purge regularly. Otherwise, add more RAM to the data server or contact Technical Support.
3.0.2 or later	Any using Windows Terminal Server	**No audio when playing recordings**	Special settings required in a WTS environment	See the Windows Terminal Server section in System Setup Guide for special settings on server and client machine
3.0.2 or later	Any	**Labels with only numbers display with brackets (as if channels)**	Known issue (3247)	Upgrade to 3.0.4

Vers	Hardware	Symptom	Possible Cause	Solution
2.1.0.3 - 3.0	Any	**active.Web error: active.Web not licensed** You are not currently licensed for active.Web	Recording service not started or not communicating with data service (network cable unplugged, etc.)	Ensure the recording service has been started (see Start and Stop Services).
2.1.0.3 - 3.0	Any	active.Web error: active.Web not licensed You are not currently licensed for active.Web	Data service not running	Start the data service (see Start and Stop Services); let the recording service connect to the data service, launch active.Web and log in.
Any	Any	active.Web error: active.Web not licensed You are not currently licensed for active.Web	Norton Internet Security may be enabled; data service can't get license from recording service	If listening sockets are available but no connection can be established, disable Norton Internet Security ***OR*** configure it to allow communications wit our ports (3410, 3400, 3420, 3306)
2.0 or later	Any	**Cannot access evaluation section**	License not received by active.Web because data service is stopped ***OR*** data service hasn't received license ***OR*** not licensed for this feature	Verify data service is running (see Start and Stop Services). Contact Technical Support or a sales agent about features that require an additional license.
2.0 or later	Any	**Cannot access CTI**	License not received by active.Web because data service is stopped ***OR*** data service hasn't received license ***OR*** not licensed for this feature	Verify data service is running (see Start and Stop Services). Contact Technical Support or a sales agent about features that require an additional license.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**Pages don't show all items**	Font sizes vary greatly from defaults	Reset screen font sizes
Any	Any	**Recordings won't play**	CODEC required to play calls recorded using highest compression does not come with OS beginning with Windows XP	Download appropriate CODEC from the Microsoft web site (L&H Celp) ***OR*** save call locally. Open with Windows Media Player outside active.Web to automatically install CODEC if online. Otherwise, set channels to lower compression.
Any	Any with XP SP2	Recordings won't play	Known Windows XP issue with Service Pack 2	Select Tools/Internet Options. On Connections tab, click OK. (Not necessary to change anything.)
2.0 or later	Any	**Videos won't play** (can't hear audio portion)	Sound is turned off	Verify that sound is turned on.
Any	Any	**Error: Sorry, no results could be found for *dataservername* or page cannot be displayed**	Host name provided was incorrect.	Verify that the host name provided was correct.
Any	Any	Error: Sorry, no results could be found for *dataservername* or page cannot be displayed	Network issues	Confirm that you can ping the data server machine. If not, then there are possibly network issues if the machine is running.
Any	Any	Error: Sorry, no results could be found for *dataservername* or page cannot be displayed	Web service or data server machine may be down	Confirm that the data server machine and web service is running (see Start and Stop Services).

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	Error: Sorry, no results could be found for *dataservername* or page cannot be displayed	IIS may be corrupt and need to be reloaded	Check all other possible causes first. Is the network up? Are the services running? If not other cause can be determined, call Technical Support.
Any	Any	Error: Sorry, no results could be found for *dataservername* or page cannot be displayed	Spyware running on data server	Find and remove spyware.
Any	Any	**Not all icons displaying**	Use of Windows 2000 Pro for the Web Server only allows a limited number of simultaneous clients	Upgrade Data Server to Windows 2000 Server ***NOTE:*** Version 3.0 and later also supports Windows Server2003
Any	Any	**Search won't find known recordings** OR active.Web not working right in other manner	Spyware running on data server	Find and remove spyware.
3.0 or later	Any	**Analog channels aren't available when assigning users (or free agents)**	Tap type settings incorrect (2487); (likely when mixing or changing hardware)	WORKAROUND: Tap Type settings likely need changed in database. Contact Technical Support.
3.0.1 or prior	Parrot	**One side of recording is faint**	Need to adjust AGC settings but they were not available prior to 3.0.2 for this hardware	Upgrade to 3.0.2 and update firmware.

Vers	Hardware	Symptom	Possible Cause	Solution
2.1.0.3 or later	Any	**Error at login: Server Create Object Access Error** (the call to Server Create Object failed while checking permissions). Access is denied to this object *OR* The page cannot be displayed.	File permissions changed or are not set correctly	In System32 folder, right click one at a time on DVUtil.ocx **and** DV_Client.dll folders. Select Properties. At the bottom of the Security tab, check the Allow Inheritable Permissions box. Click OK. Try logging in again. **NOTE**: It may take a few minutes to get a license.
2.0 or later	Any	**Error message**: **Microsoft OLE DB** Provider for ODBC Drivers error 80004005 [MySql][ODBC 3.5.1 Driver] [mysqld-4.0.1-alpha-nt][Got error from table handler /search/ sub_display.asp, line 278	Database table may have become corrupt	On the database machine, Run DvCon and repair tables. Select *Leave values for db and host at the defaults*. Repair may take several minutes. Close DvCon. If this does not resolve the issue, contact Technical Support.
Prior to 3.0.4	Any	**Error message: Microsoft OLE DB** Provider for ODBC Drivers error '80040e14' [MySQL][ODBC 3.51Driver][mysqld-4.0.20a-nt] Unknown column 'mysers' in 'where clause' /search/ results.asp, line 164	Known issue (3052). Error occurs when performing a Search for all authorized users plus one other user.	Upgrade to 3.0.4

Vers	Hardware	Symptom	Possible Cause	Solution
Prior to 3.0.4	Any with Windows 2000	**Error when exporting recordings** (message tells user to wait but gets stuck and never completes the export)	Known issue (3124)	Upgrade to 3.0.4 ***OR*** use the following workaround: Open the properties for zip.exe in the WINNT folder, change the permissions for Web Anonymous Users to allow full control.
Prior to 3.0.4	Any	**In Manage/ Options,** clicking Cancel button in Mail Settings goes to Servers page	Known issue (2870)	Upgrade to 3.0.4
Prior to 3.0.4	Any	**Notes text does not wrap correctly** in active.Web	Known issue (2992)	Upgrade to 3.0.4
Prior to 3.0.4	Any	**Searches slow to perform** on very large databases	Known issues (3209)	Upgrade to 3.0.4
Any prior to 3.0.4	Any	**active.Web locks up**	Known issue (2641) due to large accounts list	Upgrade to 3.0.4. Launch active.Web and disable Accounts list.
3.0.3.1 or later	Any	**Evaluator comments repeated in subsequent questions**	Known issue (3377)	Upgrade to 3.0.4
Any	Any	**Multiple answer evaluation question with no selections but comment added doesn't save comment**	Known issue (3285)	Upgrade to 3.0.4
Any	Any	**Other active.Web issue**		Check Release Notes and Known Issues list on the ***DigiVoice*** Product Suite CD. Contact Technical Support

ALERT ISSUES

Vers	Hardware	Symptom	Possible Cause	Solution
2.0 or later	Any	**Alerts continue beeping after cleared**	Known issue	WORKAROUND: In active.Console, change something in System Configuration. Hit OK. Change it back. Hit OK.
Any	Any	**Alert auto popup not forced on top of other applications**	Known issue (1997)	Upgrade to 3.0.4
Any	Any	**Other alert message**	Presented in message	If possible, resolve issue from information presented in message. Otherwise, contact Technical Support.
Any	Any	**Other alert issue**		Check Release Notes and Known Issues list on the ***DigiVoice*** Product Suite CD. Contact Technical Support

BEEP TONE ISSUES

Vers	Hardware	Symptom	Possible Cause	Solution
3.0.2 or later	Parrot analog	**Beep tone has undesirable volume or frequency**	Incorrect beep tone setting	In active.Console, go to Beep Tone settings. Default volume (-20 Decibels) and frequency (15 seconds) means every 15 seconds you hear a beep for 200 milliseconds at a volume of -20 Decibels. Adjust settings gradually to find one that works best.
3.0.1 or prior	Parrot analog	Beep tone has undesirable volume or frequency	Incorrect beep tone setting	Refer to the Hardware Installation Guide on your product CD for instructions on setting beep tones using the CyberTech Maintenance Tool. (see Parrot DSC Maintenance Tool)
Any	Parrot analog	**Beep tone not working at all**	Recorder not hooked to line or channel turned off	Verify that the channel is turned on, recordings are taking place and beep tones are enabled for the channel(s).
Any	Any other than Parrot analog	Beep tone not working at all	These configurations do not support beep tone at this time	If you require beep tones, external devices can be purchased that plug into each phone. Contact Technical Support
3.0.2 or later	Parrot analog	Beep tone not working at all	Beep tone not enabled on channels	Launch active.Console and enable Beep Tones feature.
3.0.2 or later	Parrot analog	Beep tone not working at all	Beep tone not enabled on card	Use CyberTech Maintenance Service Tool to enable beep tones on card. (see Parrot DSC Maintenance Tool)
3.0.2 or later	Parrot analog	Beep tone not working at all	Beep tone not supported by card ***OR*** beep tone not licensed on card	Contact Davacord for replacement boards.
Any	Parrot analog	**Beep tone masks audio in recording**	Known issue	WORKAROUND: Reduce duration of beep tone. Contact Davacord for replacement boards.
Any	Parrot	Beep tone masks audio in recording	Old hardware	May need to update hardware. Contact Technical Support.
Any	Any	**Other beep tone issue**		Check the Release Notes and Known Issues list on the ***DigiVoice*** Product Suite CD. Contact Technical Support

CALL DETAIL ISSUES

Display Text (Caller ID and Digital Phone Display) and Call Direction

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Pika	**No display text present in active.Web**	No caller ID checks in Pika Setup	Go to Start->Programs->Pika MonteCarlo->PikaSetup. On the first DSP, add checkmarks in the FSK Signaling row on Stream 0 with equal number of columns checked on lower (0-31) and upper (32-43) sides. Do not use columns with other checkmarks. The total of upper and lower checks is only added on the first DSP on the card. Repeat steps on additional Pika (Daytona MM) cards. Press the Save icon, close PikaSetup and restart the Recording Service (see Start and Stop Services). Refer to the hardware installation guide for more information.
Any	Any analog	No display text present in active.Web	Handset Tap	Caller ID is not present on a handset tap. No support provided.
Any	Any	No display text present in active.Web	Caller ID is not provided by your switch or by your phone company	Check with your telephone service provider.
Any	Any analog	No display text present in active.Web	Use of Caller ID other than North American Caller ID	No support at this time.
Any	Any CyberTech analog	No display text present in active.Web	FSK lead-in set incorrectly	Run DvCon to edit settings (0,1).
Any	Cybertech Parrot digital	No display text present in active.Web	Digital Phone has no display. If a digital phone has no display, typically the PBX phone switch will not send it any display text.	Replace the phone with different model that has a display.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Cybertech Parrot digital	**Display text is incorrect in active.Web**	PBX sending changes to display text after presenting caller information. Ex: Tadiran phone switches typically send text that includes the phrases "ON-HOOK", "NORMAL CLEARING", etc. This text may be what is stored instead of the caller information.	Stop all ***DigiVoice*** services. *On PCI digital or TOD systems, wait for DSC service to stop*. Run the Parrot DSC Maintenance Tool. Select the affected board. At the prompt, type the words you want ignored when they appear on the display. Example: exclude 0 "ON-HOOK" Example: exclude 1 "CLEARING" When done, select Settings, change to next board if applicable, repeat steps. When finished, close all windows and restart services.
Any	Cybertech Parrot	**Display text is sporadic or incorrect in active.Web**	PBX phone switch or digital phone set support issue	Contact Technical Support. They will assist in making log files for analysis or provide you with updated firmware if required.
Any	Pika	**Unknown call direction**	Incorrectly set to VOX	Dial tone must be present during recording for direction to be determined as outbound. Try setting to Loop.
Any	Any digital	**Incorrect call direction**	Use of ACD, hold queues, pages, transfers, etc., may interfere with correct direction determination	For most switches this is irresolvable. Contact Technical Support
Any	Cybertech Parrot digital	Incorrect call direction	Possible firmware issue with switch or phone	Contact Technical Support
Any	Pika T1/E1	Incorrect call direction	Transmit and receive tap cables plugged into wrong ports on back of card	Switch transmit and receive tap cables on back of card

Vers	Hardware	Symptom	Possible Cause	Solution
3.0.1 or earlier	Any (issue pertains to certain parts of Canada only)	**Caller ID name present but no number**	Certain parts of Canada use a different standard (Stentor)	Upgrade to version 3.0.2 or later
Any	Parrot: - analog (set to VOX), or - TOD/MOD digital, or - T1/E1	**Inter-digit timeout not resetting counter when digit pressed**	Known issue (3385)	Upgrade to version 3.0.4
Any	Any	**Other call detail issue**		Check the Release Notes and Known Issues list on the ***DigiVoice*** Product Suite CD. Contact Technical Support.

CONNECTION ISSUES

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**Channels show Disconnect**	Network connection to recording server is down	To verify network is running, ping the database from recording server. Run cmd and type **ping hostname** (hostname = database machine name). If you get *unknown host* or other error, check network settings. Check the Application Event Log for any warnings and/or messages.
Any	Any	Channels show Disconnect	Client network connection is down	Verify client machine is connected to network and network is running.
Any	Any	Channels show Disconnect	Recording server is down or has lost connection to the data server	Verify network cables are securely fastened and network is operating. Verify recording service is running (see Start and Stop Services). If not, reboot your recording server.
1.1 or later	Any	Channels show Disconnect	Recording server pointed to incorrect data server	Run DvCon on recording server to edit settings. Choose the Recording Servers database. Verify database setting displayed or correct it and hit enter to save. Restart the recording service (see Start and Stop Services).
Any	Any	**Channels show Disconnect or Connected for extended period**	Multiple IPs for same machine	Run ipconfig on recording server to ensure it matches database. Verify only one network card is in machine.
3.0.2	Any	**Channels at end of recording server show Connected for extended period**	Recording server didn't start all channels	On Recording Servers, examine the Application Event Log to determine if the Recording Service started the correct number of channels. *If not, refer to Hardware and System Installation Issues.*
Any	Any	**Other connection issue**		Check Release Notes and Known Issues list on the ***DigiVoice*** Product Suite CD. Contact Technical Support

GENERAL ISSUES

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**Forgot admin users password**	Password needs to be reset.	Refer to letter received with system for default admin user and password. Contact Technical Support.
Any	Any	**Can't log in with default "admin" account**	Using Admin instead of admin	Refer to letter received with system for default admin user and password. Be sure not to capitalize the "a" in admin, as user name and password are case sensitive. Contact Technical Support.
Any	Any	**Trouble logging in, password won't work**	Caps lock is on or was on when password was set	Check to be sure CAPS LOCK key is in correct position. Try logging in using all caps or no caps.
Any	Any	Trouble logging in, password won't work	Forgot password	Check with your system administrator to be sure you are logging in with a valid password or ask system administrator to reset your password in active.Web.
Any	Any	**Password keeps expiring**	Password life set too short	In active.Web, go to MANAGE/Server Options (in some releases, go to MANAGE/Options) and increase password life.
Any	Any (error occurs when upgrading to latest version of Adobe or when trying to launch a pdf file on any OS except Win98)	**Error message: The feature you are trying to use is on a network resource that is unavailable.** Click OK to try again, or enter an alternate path to a folder containing the installation package *Microsoft Windows Journal Viewer.msi* in the box below	This is an OS issue that may arise from not having the latest updates from Microsoft prior to installing or upgrading Adobe Acrobat.	Fix is located on the ***DigiVoice*** CD. Open the Microsoft folder, the Journal Viewer Patch folder, and launch the Setup.exe file. (In versions with the interactive menu, select Microsoft Updates and the Microsoft Journal Viewer Patch. Run the Setup.exe file.) Alternately, download the Journal Viewer 1.5 repair from the Microsoft web site OR simply use your Control Panel to uninstall the Journal Viewer.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**Sluggish login** (Console, Web or Agent) **OR** possibly an error generated by the recording service (i.e., Cannot read file. Giving up transfer.)	Insufficient RAM on data server. To verify this, find the **recordings.myi** file on data server. If file size is 70% of total RAM or more, this may be the problem.	Set to purge regularly. Otherwise, add more RAM to the data server or contact Technical Support.
Any	Any	**Other issues not found here**		Check the Release Notes and Known Issues list on the ***DigiVoice*** Product Suite CD. Contact Technical Support

HARDWARE ISSUES

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**Amphenol cables won't stay on**	Incorrect amphenol connector	Use amphenol bail lock connectors.
Any	Any	**Can't get amphenol bail locks attached to cable**	Cable can't be pushed in far enough to achieve a secure connection	Make sure card is positioned in slot with enough clearance between male amphenol end and PC chassis. This may require opening the box and moving the card slightly. Using extreme caution, use sharp box knife to trim protective shroud on end of cable to allow a more snug fit.
Any	Any	**Cable provided won't connect to card**	Incorrect cable sent with system	Contact Technical Support
Any	Any	**Blue screen**	Intel Accelerator not compatible with ***DigiVoice***	Go to Start->Programs and look for Intel Application Accelerator. If present, go to Control Panel and select Add/Remove Programs. Select the Intel Application Accelerator and remove it. Reboot your system.
1.0.3 or later (or during upgrade from versions prior to 1.0.3)	Pika	**Card(s) not detected in Pika setup** when upgrading the Pika drivers	Pika card EEPROM needs updated	**WARNING:** This procedure is for system administrators only and can produce **unfavorable results!** Try re-seating the card first. Call Technical Support first to see if other solutions solve the problem. If not, Update EPROM and check to see if cards are detected. If not, try a different slot and/or check for hardware conflicts. If still not detected, contact Technical Support.
Any	Any	**Card(s) not detected or listed in Device Manager**	Cards not seated properly	Check to be sure cards are seated properly. Power down and re-seat the cards. Power up and try to re-detect cards. If Pika cards, see section titled Re-detect Pika cards.

Vers	Hardware	Symptom	Possible Cause	Solution
1.0.3 or later (or during upgrade from versions prior to 1.0.3)	Pika	**DSP won't show up when card is re-detected**	Card in wrong slot and/or hardware conflict exists.	Try a different slot. Check for hardware conflicts. If neither of these resolve the issue, it is possible the card is bad. Contact Technical Support.
Any	Any with a Parrot card	**CyberTech cards come back failed** after trying to initialize in Parrot setup or Application Event Log message stating ScanBoardsAndBuildStructure failed	Known hardware issue	Re-boot your system. If this does not resolve the issue, increase the StartupACKtimeout value in the Parrot.ini file in the Cybertech program folder to 30000 and reboot. If this doesn't solve the issue, call Technical Support.
Any	Any with a Parrot card	**Unable to load or change firmware**	Known issue	Possible to get error or API programmer stops loading. WORKAROUND: Open case and connect debug cable (provided by us) to card and to serial port (COM port). Launch FlashProgrammer utility in the CyberTech Drivers folder. Utility leads you through firmware upload. ISA systems require a different cable.
Any	Cybertech Parrot Modular	**Drivers won't load correctly**	Conflict between prior TOD card and new modular card (very rare)	With the new hardware in place, reload the operating system.
Any	Any	**Other driver issues**	Incorrect driver version	Refer to Telephony Driver Release Chart table at the end of this document

Vers	Hardware	Symptom	Possible Cause	Solution
Prior to 3.0.4	Any	**Application Event Log states** "Serial numbers found are not valid! Check card and driver installations."	Known issue (3096)	Upgrade to 3.0.4.
Any	Any	**Other hardware issue**		Check the Release Notes and Known Issues list on the ***DigiVoice*** Product Suite CD. Contact Technical Support

NO LINE ISSUES

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Cybertech Parrot	**Channel(s) do not properly show No Line in active.Console, but instead show Idle or Off** when no phone is connected to the PBX or phone not in service in switch	The ***DigiVoice*** system is tapped to wires coming from PBX for the extension and see the PBX as the phone	Remove the tap from the PBX.
Any	Cybertech Parrot	**Channel(s) periodically show No Line in active.Console** even though no phone is connected to the PBX or phone not in service in switch	The ***DigiVoice*** system is tapped to wires coming from PBX for the extension and occasionally thinks the signal coming from the PBX looking for a phone is an indication the line is present	Remove the tap from the PBX.
Any	Cybertech Parrot analog	**Channel shows No Line**	Line voltage setting is too high	Change analog line voltage settings in CyberTech Maintenance Tool. (See Parrot DSC Maintenance Tool)
Any	Cybertech Parrot analog	Channel shows No Line	Handset tap	Change analog line voltage settings in CyberTech Maintenance Tool to -0-. (See Parrot DSC Maintenance Tool)
Any	Cybertech Parrot	**Channel(s) continuously show No Line in active.Console**	No phone connected to line.	Verify phone is connected to line.
Any	Cybertech Parrot	Channel(s) continuously show No Line in active.Console	No physical connection for that line	Use toner to check wiring; correct improper or missing wiring.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	T1/E1	Channel(s) continuously show No Line in active.Console	T1/E1 Span is down or tap is disconnected	Check on Span conditions and wiring.
Any	Cybertech Parrot	**Channel(s) continuously or periodically show No Line in active.Console** (or alternate between random No Line and Idle)	Cable disconnected, cable loose, or bridge clips loose or not placed on block	Verify that cables are securely fastened to card and block. Check all connections (including amphenol cable) using toner. Make sure bridge clips are securely fastened.
Any	Cybertech Parrot	Channel(s) continuously or periodically show No Line in active.Console	Bad wiring.	Use toner to check wiring; re-punch and/or correct improper wiring. Type of cable used for the telephone connection and are key for correct operation of the card. Normally Cat 5 cable or cable of equivalent quality is used.
Any	Cybertech Parrot or Pika T1/E1	Channel(s) continuously or periodically show No Line in active.Console	Tap length or phone distance from switch exceeds maximum recommended distance. As a result, the card may no longer detect the signals correctly.	Shorten tap length or distance of phone from switch. For most PBX switches, tap should be less than approximately 60’ (Alcatel 20’) and distance from phone to PBX less than 1800’ (Aspect 450’). With tap distances greater than 60’, effects partly depend on length of cable between PBX and telephone. Sources of interference close to the cable between PBX and telephone or close to the tap can interfere with correct operation of the card. They can substantially reduce the maximum tap length that can be used. Refer to the System Setup Guide for tap limits for your PBX or Contact Technical Support.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Cybertech Parrot	Channel(s) continuously or periodically show No Line in active.Console	Line interference	Sources of interference close to the cable between PBX and telephone or close to the tap can interfere with correct operation of the card. **DO NOT** run phone wiring parallel with electrical. **DO NOT** coil your phone line and lay it behind your monitor. **DO NOT** use a phone jack situated on the wall with or right next to a power receptacle. **DO NOT** run phone lines over fluorescent light fixtures in the ceiling.
Any	Cybertech Parrot	Channel(s) continuously or periodically show No Line in active.Console	Unsupported digital phone type	Contact Technical Support.
Any	Cybertech Parrot	Channel(s) continuously or periodically show No Line in active.Console	Known issue (firmware update may resolve)	Contact Technical Support.
Any	Cybertech Parrot	Channel(s) continuously or periodically show No Line in active.Console	Known issue for Meridian PBX (and possibly other PBX's)	WORKAROUND: Pick up handset and hung up on channels affected after plugging phone back in.
Any	Cybertech Parrot	**Channel(s) on individual card** continuously or periodically show No Line in active.Console	Incorrect PBX firmware version set in card	Stop Recording Service (see Start and Stop Services). Check firmware using technique described in Hardware Installation Guide. If unsure, contact Technical Support.
Any	Cybertech Parrot	Channel(s) on individual card continuously or periodically show No Line in active.Console	Bad card	Move cable from back of card and place on known good card. If problem doesn't move to known good card, then the card is probably bad and you should contact Technical Support. If problem does move, it may indicate a wiring issue.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Cybertech Parrot	**Channel(s) show No Line** won't turn off **or won't display** OFF in active.Console	By design	Resolve No Line issue.
3.0.2	Any	**Channels at end of recording server show No Line**	Recording server didn't start all channels	On Recording Servers, examine the Application Event Log to determine if the Recording Service started the correct number of channels. *If not, refer to Hardware and System Installation Issues.*
Any	Any	**Other no line issue**		Check the Release Notes and Known Issues list on the ***DigiVoice*** Product Suite CD. Contact Technical Support.

RECORDING ISSUES

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**No recent recordings for channel when searched**	Channel turned off	Launch active.Console and verify channel is turned on.
Any	Any	No recent recordings for channel when searched	Recent Recordings criteria too restrictive	Reset Recent Recordings criteria and try again.
Any	Any	**No recent recordings for channel and active.Console shows channels transitioning from Record to Idle**	Incorrect channel settings. Minimum recording length may be too large.	Launch active.Console and adjust minimum recording length.
3.0 or later	Any	No recent recordings for channel and active.Console shows channels transitioning from Record to Idle	Flex recording or other system settings are set improperly.	Launch active.Console and adjust minimum recording length and/or maximum recording length.
Any	Multi-box	No recent recordings for channel and active.Console shows channels transitioning from Record to Idle	Network connection issue	Ping the database machine from the recording server. Run cmd and type “ping hostname” (without the quotation marks and with hostname being your database machine name). If you get *unknown host* or other error, check network settings.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Multi-box	No recent recordings for channel and active.Console shows channels transitioning from Record to Idle	Data server host name may have changed.	Look for alerts from the recording server. Run DvCon to adjust recording server(s) database. Restart the services. (see Start and Stop Services)
Any	Multi-box	No recent recordings for channel and active.Console shows channels transitioning from Record to Idle	Database host name may have changed.	Look for alerts from the recording server. Run DvCon to adjust recording server(s). Restart the services. (see Start and Stop Services)
Any	Any	No recent recordings for channel and active.Console shows channels transitioning from Record to Idle	Database recordings table may be corrupt.	Database can be corrupted by losses of power or other reasons. Run DvCon to repair the database table.
3.0.1 or prior	Any	No recent recordings for channel and active.Console shows channels transitioning from Record to Idle	IP address change has not been registered in the database after a reboot of the data server	Restart data service (see Start and Stop Services).
Any	Any	**Recent Recordings don't show file present for quite some time**	Network card settings	Make sure the network card settings are not set to automatic. Specify correct network speed in settings.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	Recent Recordings don't show file present for quite some time	Network congestion	Place data server and recording servers on dedicated switch (recommended: 100 Mb or 1 Gb).
Any	Any	**No recent recordings for channels of entire Recording Server** and active.Console shows channels transitioning from Record to Idle	Corrupt queue file	Stop the recording service. (See Start and Stop Services) Copy the system32 folder to another location and rename it. Delete all *.que files in the original system32 folder. Restart the recording service and see if new calls now show up in search results.
Any	Any	No recent recordings for channels of entire Recording Server and active.Console shows channels in Disconnect state	Recording service may be stopped	Verify recording server is started (see Start and Stop Services). If not, start the recording service. If started, close Control Panel. Click Alt-Ctrl-Del and select Task Manager. Select Processes tab. Verify DigiVoiceRecordingService.exe is listed. Check Application Event Log to verify that the Recording Service started up the correct number of channels. *If not, refer to Hardware and System Installation Issues.*
Any	Any	No recent recordings for channels of entire Recording Server and active.Console shows channels in Disconnect state	Network issue	Ping the recording server. Run cmd and type "ping hostname" (without the quotation marks and with hostname being your recording server machine name). If you get *unknown host* or other error, check network settings.
Any	Any	**No recent recordings for channel** and always shows Idle in active.Console	Phone not connected to system.	Verify phone wiring.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Analog	No recent recordings for channel and always shows Idle in active.Console	Incorrect channel settings. If connected at the handset or to radio, channel may be set to loop	Loop won't work on a handset connection. Launch active.Console. On the Recording Control tab in System Configuration, select Vox.
Any	Analog	No recent recordings for channel and always shows Idle in active.Console	Incorrect channel settings. If using VOX, threshold settings may need adjusted	Launch active.Console. On the Recording Control tab in System Configuration, adjust threshold. For example, if currently set to -52 decibels then try changing to -60 decibels. If connected between the switch and the phone or on an analog trunk, consider changing the channel setting from VOX to Loop.
Any	Analog	No recent recordings for channel and always shows Idle in active.Console	If connected at the handset or non-telephony audio source, you may need amplifiers.	Use a telephone butt set on block to verify strong audio is present when someone is on the phone. If it is faint, amplifiers are needed. Contact Technical Support.
Any	Pika	No recent recordings for channel and always shows Idle in active.Console	If connected between the switch and phone AND if set to Loop, incorrect voltage setting specified for card.	Verify in Pika Setup that the voltage setting is set to whatever is appropriate for your line, either -24 or -48. Use a voltage meter to determine the operating range on the line.
3.0 or later	Pika	No recent recordings for channel and always shows Idle in active.Console	If connected between the switch and phone AND if set to Loop, incorrect voltage setting specified for card.	Contact Technical Support for instructions on how to use the CyberTech Maintenance Tool to view and set operating voltages on lines. (see Parrot DSC Maintenance Tool)
Any	Pika	No recent recordings for channel and always shows Idle in active.Console	Pika board not seated properly	Power down and ensure all cards are firmly connected.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Pika	No recent recordings for channel and always shows Idle in active.Console	Pika board daughter modules not seated properly	Power down and ensure all cards daughter modules are firmly connected.
Any	Analog	No recent recordings for channel and always shows Idle in active.Console	If connected between the switch and phone AND if set to Loop, may be incorrect loop current produced by switch (or incorrect voltage)	Contact Technical Support.
Any	Cybertech Parrot	No recent recordings for channel and always shows Idle in active.Console	Bad wiring.	Use toner to check wiring; re-punch and/or correct improper wiring. Type of cable used for the telephone connection and are key for correct operation of the card. Normally Cat 5 cable or cable of equivalent quality is used.
Any	Cybertech Parrot	No recent recordings for channel and always shows Idle in active.Console	Line interference	Sources of interference close to the cable between PBX and telephone or close to the tap can interfere with correct operation of the card. **DO NOT** run phone wiring parallel with electrical. **DO NOT** coil your phone line and lay it behind your monitor. **DO NOT** use a phone jack situated on the wall with or right next to a power receptacle. **DO NOT** run phone lines over fluorescent light fixtures in the ceiling.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Cybertech Parrot	No recent recordings for channel and always shows Idle in active.Console	Tap length or phone distance from switch exceeds maximum recommended distance. As a result, the card may no longer detect the signals correctly.	Shorten tap length or distance of phone from switch. For most PBX switches, tap should be less than approximately 60' (Alcatel 20') and distance from phone to PBX less than 1800' (Aspect 450'). With tap distances greater than 60', effects partly depend on length of cable between PBX and telephone. Sources of interference close to the cable between PBX and telephone or close to the tap can interfere with correct operation of the card. They can substantially reduce the maximum tap length that can be used. Refer to the System Setup Guide for tap limits for your PBX or Contact Technical Support.
Any	Cybertech Parrot	No recent recordings for channel and always shows Idle in active.Console	Incorrect recording trigger start conditions set in card; e.g., use of ACD often requires setting card to use Lamp start/stop.	Contact Technical Support.
Any	Cybertech Parrot	No recent recordings for channel and always shows Idle in active.Console	Unsupported digital phone type	Contact Technical Support.
Any	Cybertech Parrot	No recent recordings for channel and always shows Idle in active.Console	Incorrect PBX firmware version set on card	Stop Recording Service (see Start and Stop Services). Check firmware using technique described in Hardware Installation Guide. If unsure, contact Technical Support.

Vers	Hardware	Symptom	Possible Cause	Solution
2.1.1 or later	Cybertech Parrot	No recent recordings for channel and always shows Idle in active.Console	Incorrect PBX firmware version set on card	Check the debug log file located in your Program Files folder: c:\Program Files\VoiceLogger\ DigiVoice\Debug Logs\ Recording Server.VLVPAPI **Note**: Davacord appears instead of VoiceLogger in versions 3.0.2 and later
Any	Any	No recent recordings for channel and always shows Idle in active.Console	Bad card	Contact Technical Support.
1.1 or later	Any	**No recent recordings for channel and shows Record Fail in active.Console.**	Temporary storage location full	Verify adequate space left in temporary storage location. Run DvCon on recording server and edit settings to determine storage location. If temporary storage is full, verify files are being transferred to database machine (in a multi-box setting). Otherwise, make room at the temporary storage location.
1.1 or later	Single box	No recent recordings for channel and shows Record Fail in active.Console	Permanent storage location set to non-existent location	Run DvCon and edit settings to verify or change permanent storage location setting.
1.1 or later	Multi-box	No recent recordings for channel and shows Record Fail in active.Console	Temporary storage location set to non-existent location	Run DvCon on recording server and edit settings. Choose option to verify or change temporary storage location setting.
1.1 or later	Single box	No recent recordings for channel and shows Record Fail in active.Console	Storage location is full	Back up old recordings and delete them to make room for new recordings.

Vers	Hardware	Symptom	Possible Cause	Solution
1.1 or later	Any	No recent recordings for channel and shows Record Fail in active.Console	Bad card	Contact Technical Support.
Any	Multi-box	**Recent recordings for channels but icons are dimmed for all recordings**	Data service is stopped	Verify that the data service is running (see Start and Stop Services).Run DvCon
Any	Multi-box	Recent recordings for channels but icons are dimmed for all recordings	Data service storage capacity is full	Check storage space on data server.
Any	Any	Recent recordings for channels but icons are dimmed for all recordings	Virtual directory not set correctly in IIS.	Verify virtual directory is set to permanent storage location.
Any	Multi-box	Recent recordings for channels but icons are dimmed for all recordings	Permanent storage location changed to incorrect location or virtual directory was not updated correctly when change was made.	Use active.Console to confirm permanent storage location is correct. Verify virtual directory is set to permanent storage location.
Any	Any (+ Nitsuko firmware)	**Channel(s) doesn't appear to record**	Set to lampstart instead of audio start.	Nitsuko firmware defaults to lampstart during install or whenever card defaults are reset. Disable lampstart and enable audio start.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**Able to locate older specific recording in search, but icon is dimmed**	Recording may have been purged from the system to make space	Restore recording from backup.
Any	Any	Able to locate older specific recording in search, but icon is dimmed	Permanent storage location changed.	Move old files or folders to new location.
3.0 or prior	Any	**Channel shows Recording Failed or No Channels**	Known issue (935) Occurs when Monitor opened in User View but with no users	Open active.Monitor in Channel View or in Combined View, or create users.
Any	Any	**Clicking noise or static in recording**	Faulty wiring	Re-punch the channel where the recording was made. If this doesn't resolve the problem AND the phones are the same type as others that are recording without the clicking noise, move one of the known good lines to one with the clicking issue by re-punching them at the block to verify the card is good.
Any	Any	Clicking noise or static in recording	Line interference	Sources of interference close to the cable between PBX and telephone or close to the tap can interfere with correct operation of the card. **DO NOT** run phone wiring parallel with electrical. **DO NOT** coil your phone line and lay it behind your monitor. **DO NOT** use a phone jack situated on the wall with or right next to a power receptacle. **DO NOT** run phone lines over fluorescent light fixtures in the ceiling.
Any	Any	Clicking noise or static in recording	Line issues to CO	Contact your telephone company.

Vers	Hardware	Symptom	Possible Cause	Solution
2.1 or later	Pika T1/E1 and Cybertech Parrot	**Extremely poor audio quality on digital channels**	Incorrect settings for Primary Master or Slave	Check appropriate hardware installation guide from the ***DigiVoice*** CD and verify your settings are correct.
Any	Pika	**Hum in recordings** but not in audio during call	Grounding issue	Ground recording server power supply. Contact Technical Support for additional details
Any	Pika	Hum in recordings but not in audio during call	Loose connection(s)	Re-seat card(s). Check screws at all connections to ensure adequate contact is made.
Any	Analog	**Cross talk heard in phone**	Faulty wiring or bad card.	Detach cables from system. If symptom remains, problem is wiring.
Any	Pika	**Cross talk heard in recordings on channels not supposed to be tapped, but not heard in phones**	Channel detached from phone line on Vox and not turned off.	Turn off channels not attached to phone lines.
Any	Analog	**Echo on lines**	Poor telephone connection unrelated to ***DigiVoice*** system.	Contact your local telephone service provider.
Any	Any	**One or more sides of conversation very faint**	Gain control settings are incorrect.	Use active.Console to adjust gain control. Refer to active.Console documentation for specifics on setting parameters.
Any	Analog	One or more sides of conversation very faint	Handset connection taps may require amplifiers	Use butt set at block on line to see if audio is loud enough. If not, you may need amplifiers. Call Technical Support.
3.0.2 or later	Parrot modular analog	One or more sides of conversation very faint	AGC settings not available for this hardware before 3.0.2	After upgrade to 3.0.2, adjust AGC settings.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**No audio in recording**	Cables not secure or cable is bad	Verify cable is connected securely. If this does not resolve issue or if cable is not present, contact Technical Support.
Any	Any	No audio in recording	Sound card may not be functioning	Confirm sound card is working correctly. (NOTE: For Windows Server2003, check that Windows Audio is enabled)
Any	Windows Server2003	No audio in recording	Sound card may not be functioning	Check that Windows Audio is enabled.
Any	Pika Parrot ISA or PCI	No audio in recording	Pika master bus settings incorrect	Confirm settings are correct as described in the Hardware Installation guide on ***DigiVoice*** Product Suite CD.
Any	Cybertech Parrot	No audio in recording	Incorrect firmware or Parrot card for switch	Refer to the Hardware Installation guide on your ***DigiVoice*** Product Suite CD.
Any	Cybertech Parrot	No audio in recording	Unsupported phone type for firmware	Contact Technical Support.
1.0.3 or later	Pika (and during an upgrade) using Monte Carlo 5.6 or later	No audio in recording	EEPROM needs updated	**WARNING:** This procedure is for system administrators only and can produce **unfavorable results!** Try re-seating the card first. Call Technical Support first to see if other solutions solve the problem. If not, Update EPROM and check to see if cards are detected.
3.0.2 or later	Any using Windows Terminal Server	No audio in recording	Special settings required on server and client machine in a WTS environment	See the Windows Terminal Server section in System Setup Guide
Any	Analog	**Missing first seconds** of radio traffic or conversation	Weak signal	Procedure only recommended if the symptom occurs frequently. Change thresholds for VOX detection or use powered amplifier.
3.0.2 or later	Parrot analog OR at least one Pika card (set to VOX)	Missing first seconds of radio traffic or conversation	VOX lead-in time needs adjusted	Use active.Console to adjust lead-in time.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**Recording of single call broken up into multiple files**	Use of VOX mode with Incorrect threshold and/or stop delay settings	If possible, use Loop/Switch activated (non-handset). Procedure only recommended if the symptom occurs frequently. If VOX is required, launch active.Console and adjust threshold and stop delay until you find a reasonable solution. Apply to all or only selected channels. Click OK. **NOTE:** Long stop delays may cause two recordings to be tied together. We recommend a default threshold setting of -52 decibels and a 5 seconds stop delay.
2.0.2.4 or later	Cybertech Parrot digital	Recording of single call broken up into multiple files	Use of Speakerphone with some Lucent 4-wire switches only recording one side in Direct Audio mode	Stop recording service (see Start and Stop Services) and launch the Parrot DSC Maintenance Tool. Click OK for Board 1. Type **vox_setup 1 50 5000** and hit enter. Choose Settings->Board to select next board. Repeat steps for each board. Close applications and restart service (see Start and Stop Services).
3.0 or later	Cybertech Parrot digital	Recording of single call broken up into multiple files	Use of VOX and parameter for one-sided and two-sided trigger is incorrect	Most switches should be set to one-sided trigger. Default for versions 3.0 and 3.0.1 was two-sided trigger. Run DvCon and edit settings to change. (NOTE: Alcatel and Ericsson should be two-sided)
3.0.2 or later	Cybertech Parrot digital	Recording of single call broken up into multiple files	Digital VOX only firmware in use and parameter is wrong	Most switches should be set to one-sided trigger but Alcatel and Ericsson should be two-sided. Default for versions 3.0.2 is one-sided trigger. Run DvCon and edit settings to change.
3.0 or later	Cybertech Parrot digital	**Recordings made when no one is on phone**	Use of VOX and parameter for one-sided and two-sided trigger is incorrect	Most switches should be set to one-sided trigger but Alcatel and Ericsson should be two-sided. Default for versions 3.0.2 is one-sided trigger. Run DvCon and edit settings to change.
3.0	Any	**Record on demand or client start/stop using hot keys won't work**	Known issue (1896)	Fixed in 3.0.1. WORKAROUND: If using **ctrl alt del** to exit/enter system, simply hit the ctrl key upon re-entry.

Vers	Hardware	Symptom	Possible Cause	Solution
3.0	Any	**Record on demand or client start/stop using hot keys won't work** but previously did	Possible conflict with other programs	Try using different keys.
3.0	Any	**Record on demand or client start/stop using hot keys never has worked**	Possible conflict with other programs	Try using different keys. If no keys work, call Technical Support for instructions on using our tool to very compatibility.
Any before 3.0.3.1	Pika or Parrot T1 PRI	**Software will not record;** channels show idle	If multiple PRI, user possibly has NFAS	NFAS is not supported prior to 3.0.3.1. *In 3.0.3.1, NFAS is supported only with the use of CTI and a Definity switch.
Any	Any	**Two calls put together into a single recording**	Use of VOX mode with Stop delay value set too high	Procedure only recommended if symptom occurs frequently. Launch active.Console and adjust Stop Delay. Stop Delay indicates how many seconds of silence the system detects before it stops recording. For example, if Stop Delay is set to 30 (seconds) and you only experience 15 seconds of silence between recordings, the system ties the two recordings together because it didn't detect at least 30 seconds of silence. Lower Stop Delay (number of seconds of silence) to five (5).
Any	Parrot digital	Two calls put together into a single recording	Incorrect start stop settings	Use Parrot DSC Maintenance Tool to change settings
2.1 or later	Any	**Channel shows Record Limit in active.Console**	Valid message: not enough licenses for another concurrent recording OR recording license has expired	Contact one of our sales agents or Technical Support.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Cybertech Parrot	**Channel continues to show Record in active.Console, yet no one is on the line**	Misinterpreted switch signal because of interference on line; may be faulty wiring.	Turn channel off, then on. Pick up and hang up phone. If problem persists, punch down channel again and verify there is no EMF interference on line. If channel still stuck on or continues to get stuck on repeatedly, contact Technical Support.
Any	Cybertech Parrot	Channel continues to show Record in active.Console, yet no one is on the line	Unsupported phone type	Contact Technical Support.
Any	Any	Channel continues to show Record in active.Console, yet no one is on the line	Using client device start/stop and didn't use stop key	Be sure to use stop key when configured for client device start/stop
Any	Pika	Channel continues to show Record in active.Console, yet no one is on the line	Line not connected to system (Loop)	Use toner to check wiring; correct improper or missing wiring. Ensure cable is plugged in to back of card. Turn off channels not in use.
Any	Analog	Channel continues to show Record in active.Console, yet no one is on the line	Incorrect threshold settings in VOX combined with small amounts of static on line	Turn channel off, then on. If problem persists, punch down the channel again. If still stuck on, listen for line noise with a butt set. If there is noise when set to VOX, launch active.Console and reduce the threshold settings. If this does not resolve the problem or if there is no line noise heard with butt set, contact Technical Support.
Any	Analog	Channel continues to show Record in active.Console, yet no one is on the line	Possibly beep tone and VOX setting forcing the system to continue recording	Adjust stop delay in active.Console to less than the beep tone frequency.

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**Unable to locate a specific recording**	Search criteria incorrect or too narrow	Verify search criteria; relax search criteria (search broader time range, etc.).
Any	Any	Unable to locate a specific recording	User's clock set incorrectly	Calls are stamped according to recording server time, which syncs to the data server. Verify PC clock on client is set to the same time as the recording server.
Any	Any	Unable to locate a specific recording	If delete option is available, call may have been deleted	Check to see if recording can be restored from the backup media.
Any	Any	Unable to locate a specific recording	Recording may have been purged	Check logs. If recording was purged, try restoring from backup.
3.0 or later	Any	Unable to locate a specific recording	Call may not have been recorded due to recording restrictions and/or requirements	Check restrictions and requirements in active.Console to ensure all future calls you want recorded are being recorded.
Any	Any	**Some recordings never appear** OR take a long time to appear in database (>5 minutes). *May* be accompanied by occasional error, such as: *Cannot read file. Giving up transfer.*	Insufficient RAM on data server. To verify this, find the **recordings.myi** file on data server. If file size is 70% of total RAM or more, this may be the problem.	Set to purge regularly. Otherwise, add more RAM to the data server or contact Technical Support.
Any	Any	**Incorrect or no user associated with recording**	User is not assigned to the correct channel	Use active.Web to verify the user is assigned to the correct user.
Any	Any	Incorrect or no user associated with recording	Labeling of channels is incorrect or line cabling was misidentified when installed.	Correct labeling and verify line connections are correct.

Vers	Hardware	Symptom	Possible Cause	Solution
1.1 or later	Any	Incorrect or no user associated with recording	Free agent user did not logout/login to active.Agent.	Use forced login.
1.1 or later	Any	Incorrect or no user associated with recording	Free agent seating not set up correctly on active.Agent client machine.	Launch active.Agent on the client machine and verify the settings.
3.0	Any	Incorrect or no user associated with recording	Used ghost machine to copy client software and master ghost machine not configured properly	See ghost procedures on ***DigiVoice*** CD.
3.0	Any	**Recordings not found or not stored in correct location**	File storage tab no longer strips out the leading backslashes in the storage path field. (2401)	Launch active.Console. On the Data Server Actions tab, remove any leading backslashes.
3.0.3 or later	Digital PCI or T1 CAS (with DTMF enabled)	**First call doesn't capture DTMF** after recording service started or recording server rebooted	Known issue with card	WORKAROUND: Any time recording service is restarted or recording server is rebooted, use maintenance tool to manually start and stop all channels. Select a board, then type **ch_start all** and hit enter. After a few seconds, type **ch_stop all**. Select each board and repeat process.
Any	Any	**Other recording issue**		Check Release Notes and Known Issues list on the ***DigiVoice*** Product Suite CD. Contact Technical Support

SERVICE ERRORS

Vers	Hardware	Symptom	Possible Cause	Solution
1.0.3 or later	Pika Parrot PCI	**Error message:** DigiVoiceRecordingServer.exe has generated an error and will be shut down and an error log created	Incorrect Parrot PCI driver	In Device Manager->Digital Speech Converters->Parrot DSC PCI, right click and select Properties. On the Drivers tab, select Driver Details. Verify version is 0.10.0.0. If not, use CyberTech version 1.5 to upgrade drivers. Re-verify file version. (Default properties version will state 0.9.2.0, but Driver Details reflects correct version 0.10.0.0.). **NOTE:** Correct version subject to change with new ***DigiVoice*** software releases. Refer to Telephony Driver Release Chart at the end of this document.
Any	Any	**Error: Recording service fails to start** Following upgrade from DV2, message displays within 5 seconds of starting or restarting the recording service that it generated errors and will be shut down	DigiPlayer (DV2's client) is running	On the recording server: Go to Start/Settings/Network/Dialup Connections. Right-click on Local Area Network and select Disable. Restart recording service (see Start and Stop Services). If error message doesn't appear, one or more DigiPlayer clients is running on the network. Identify source and close DigiPlayer. Uninstall DigiPlayer. Enable the local area connection and restart machine. Verify IPs in database are updated.
Any	Any	**Application Event Log Warning or Error Message**	Presented in message	If possible, resolve issue from information presented in message. Otherwise, contact Technical Support.
Prior to 3.0.4	Any multi-box	**Recording service goes to 100%** CPU when data service hard drive is at capacity	Known issue (3172)	Upgrade to 3.0.4

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Parrot	**Recording service goes to 99% CPU**	Hyperthreading disabled on server running SP 4	If a server is hyper-threading capable, make sure it is turned on. Service Pack 4 (SP4) **must** be used on hyperthreaded or dual processor machines.
Any	Parrot	Recording service goes to 99% CPU	Non-hyperthread machine running Service Pack 4.	If server is not hyper-threading capable, Service Pack 3 (SP3) **must** be used. To 'downgrade' from SP3 to SP4, stop recording service (see Start and Stop Services). Select Start-Programs-CyberTech-Parrot DSC from the desktop. Click Uninstall. Remove SP4 drivers. On the DigiVoiceXE CD, select Telephony Drivers->Parrot Modular. Open SP3 folder and run *Setup Parrot DSC API 1.0 Including SP3.exe*. From SP3 folder on CD, open the Drivers folder. Copy *PrtPCI.sys*. Navigate to C:\Windows\system32\ drivers (or C:\WINNT\system32\drivers on Windows 2000). Paste the copied file to this location. Restart recording service.
3.0.3.1 Rev A or later	Any CyberTech (with SP4)	**DSC Service never stops on CyberTech SP4**	Known issue (3122)	On some systems, it may be possible to end the process through Task Manager. If not, use the procedure below. WORKAROUND: Navigate to C:\Program Files\CyberTech\Parrot DSC. Open the Parrot.ini file. Locate the line "autoclose=0" and change the 0 to a 1. Save the change to the file. Restart the recording service
Any	Any	**New recording server does not show in servers page**	Recording server not connected and/ or not detected	Re-boot your recording server. If recording server is still not shown, try one of the other solutions listed below.
Any	Any	New recording server does not show in servers page	Recording service machine not on network	Ping database machine from recording server. Run cmd. Type **ping hostname** (hostname = your database machine name). If you get *unknown host* or other error, check network settings.

Vers	Hardware	Symptom	Possible Cause	Solution
1.1 or later	Any	New recording server does not show in servers page	Recording service database host name set wrong	Run DvCon on recording server. In the edit settings area, verify recording service database name. Change if incorrect. Hit enter to save
Any	Any	**Recording Service starts 0 Channels**	Card setup issue	Examine the Application Event Log for possible explanation of issue and take corrective action. Contact Technical Support if the problem can not be resolved.
Any	Any	Recording Service starts 0 Channels	Card in bad state	Power down recording server. Unplug power cable for five minutes. Plug back in and start system.
Any	Any	Recording Service starts 0 Channels	Bad card	Contact Technical Support.
Any	Any	Recording Service starts 0 Channels	Known issue: recording service attempts to start before driver is running	WORKAROUND: This workaround requires registry setting change. Open a command prompt on recording server. Run regedt32 on recording server. Click HKEY_LOCAL_MACHINE. Open System->CurrentControlSet->Services-> DigiVoice Recording Service. Select Edit->Add Value from menu bar. Type **DependOnService** (no spaces) for value name. Data type is **REG_MULTI-SZ**. Click OK. For multi-string editor, type: ParrotDSC [return], PrtPCI [return], PikaDaytona [return], PikaDsp [return], PikaPrimeNet [return], mtpci [return], NVDSP [return]. Click OK. Reboot the recording server.
Any	Any	**Recording service crashed for unknown reason**	Unknown	Reboot machine. Check log file for messages. Send log files to Technical Support.
Any	Any	Recording service crashed for unknown reason	Possibly known issue (3117) causing buffer overrun message followed by recording server crash	Upgrade to 3.0.4

Vers	Hardware	Symptom	Possible Cause	Solution
Any	Any	**Error message** such as: *Cannot read file. Giving up transfer.*	Insufficient RAM on data server. To verify this, find the **recordings.myi** file on data server. If file size is 70% of total RAM or more, this may be the problem.	In versions 3.0 or later, set to purge regularly. Otherwise, add more RAM to the data server or contact Technical Support.
Any	Any	**Data service not receiving license from recording service** in active.Console	Norton Internet Security may be enabled, blocking traffic	If listening sockets are available but no connection can be established, disable Norton Internet Security ***OR*** configure it to allow communications wit our ports (3410, 3400, 3420, 3306)
Any	Any	**Can't connect to one or more services** in active.Console	Norton Internet Security may be enabled, blocking traffic	If listening sockets are available but no connection can be established, disable Norton Internet Security ***OR*** configure it to allow communications wit our ports (3410, 3400, 3420, 3306)
Any	Any	**Wrong recording server IP address;** trouble connecting to the clients or staying connected to them	More than one NIC card in use and wrong card is coming up first in the system	Stop the recording service. (See Start and Stop Services) Select Start/Settings/ Control Panel/Network and Dialup Connections. Select Advanced, then select Advanced Settings. On the Adapters and Bindings tab, the multiple NICs are shown. Select the NIC to be used and click the UP arrow until it is the first one shown. Click OK and restart the recording service.
Any	Any	**Other service error Message**		Check the Release Notes and Known Issues list on the ***DigiVoice*** CD. Contact Technical Support.

UPGRADE ISSUES

Vers	Hardware	Symptom	Possible Cause	Solution
1.0.3 or later (or during upgrade from versions prior to 1.0.3)	Pika	**DSP won't show up when card is re-detected**	Card in wrong slot and/or hardware conflict exists.	Try a different slot. Check for hardware conflicts. If neither of these resolve the issue, it is possible the card is bad. Contact Technical Support.
1.0.3 or later	Pika (and during an upgrade) using Monte Carlo 5.6 or later	**No audio in recording**	EEPROM needs updated	**WARNING:** This procedure is for system administrators only and can produce **unfavorable results!** Try re-seating the card first. Call Technical Support first to see if other solutions solve the problem. If not, Update EPROM and check to see if cards are detected.
1.0.3 or later (or during upgrade from versions prior to 1.0.3)	Pika	**Card(s) not detected in Pika setup when upgrading the Pika drivers**	Pika card EEPROM needs updated	**WARNING:** This procedure is for system administrators only and can produce **unfavorable results!** Try re-seating the card first. Call Technical Support to see if other solutions solve the problem. If not, Update EPROM and check to see if cards are detected. If not, try a different slot and/or check for hardware conflicts. If still not detected, contact Technical Support.
3.0.2 or later (after upgrade from an earlier version)	Parrot modular analog	**One or more sides of conversation very faint**	AGC settings not available for this hardware in versions prior to 3.0.2	After upgrade to 3.0.2, adjust AGC settings in active.Console.
Any (after rec. service upgrade)	Parrot	**Varies according to switch**	Not running latest firmware version	Verify whether firmware is the latest version on the release CD. If not, update the firmware. *Before doing so*, write down any custom settings. (If Davacord configured custom settings for you, call Technical Support.)

Vers	Hardware	Symptom	Possible Cause	Solution
Any (after upgrade from DV2)	Any	**Error: recording service fails to start** Following upgrade from DV2, message displays within 5 seconds of starting or restarting the recording service that it generated errors and will be shut down	DigiPlayer (DV2's client) is running	On the recording server: Go to Start/Settings/Network/Dialup Connections. Right-click on Local Area Network and select Disable. Restart recording service (see Start and Stop Services). If error message doesn't appear, one or more DigiPlayer clients is running on the network. Identify source and close DigiPlayer. Uninstall DigiPlayer. Enable the local area connection and restart machine. Verify IPs in database are updated.
Any	Any	**Other upgrade issues**		Check the Release Notes and Known Issues list on the ***DigiVoice*** CD. Contact Technical Support.

VIDEO ISSUES

The issues in this section pertain **ONLY** to systems with screen capture.

Vers	Hardware	Symptom	Possible Cause	Solution
3.0 or later	Any with WindowsXP	**Error when installing screen capture driver**	Microsoft Firewall (installed with SP2) won't allow screen capture driver to be installed	Launch the active.Agent User's Guide and follow the Screen Driver Installation instructions specific to Windows XP with SP2.
Any prior to 3.0.4	Any	**Color screen capture not available in active.Agent**	Codec not installed with video service	Upgrade to 3.0.4 *OR* manually install codec.
Any	Any	**Screen capture stops before recording is finished**	Screen resolution changed during recording	Changing screen resolution during a recording aborts the capture.
3.0 or later	Any	**Playback of AVI files in active.Web off significantly**	Using Media Player 6.0 (especially noticeable if frame rate is 1 every 5 seconds (2376)	Upgrade to Media Player 8 or better ***OR*** save the file locally and play it that way (Media Player 6.0 works fine when not playing the AVI in active.Web).
Any	Any	**Unable to email screen capture videos with audio**	By design	It is not possible to email the video portion of recordings that were captured. Only the audio is sent.
3.0 or later	Any	**Videos take significant time to show up in active.Web**	NIC settings incorrect	Adjust advanced settings for network speed. Change from "auto detect" to speed of network.
3.0 or later	Any	Videos take significant time to show up in active.Web	Network congestion	Place data server and recording servers on dedicated switch (recommended: 100 Mb or 1 Gb).
Any	Any	**Videos won't play** (can't hear audio portion)	Sound is turned off	Verify that sound is turned on.

Vers	Hardware	Symptom	Possible Cause	Solution
3.0.1 or prior	Any	**Video and audio don't match up**	Known issue if using compressed audio	Resolved in 3.0.2
3.0.1 or prior	Any	Video and audio don't match up	Server performance issues	Verify all servers are operating below stress levels.
3.0.1 or prior	Any	Video and audio don't match up	Server performance issues	Contact Davacord Technical Support.
3.0 or later	Any	**Videos never show up in active.Web**	Video service stopped	Start video service. (see Start and Stop Services
Any	Any	Videos never show up in active.Web	Encryption is set	Screen capture will not work properly if encryption is set. Disable encryption for channel(s) where you want to capture video.
3.0 or later	Any	Videos never show up in active.Web	Video service crashed	Contact Technical Support
3.0 or later	Any	Videos never show up in active.Web	Network issues	Resolve network issues.
3.0 or later	Any	Videos never show up in active.Web	Data server name changed	Run DvCon to set new name.
3.0 or later	Any	Videos never show up in active.Web	Screen capture feature not enabled on client machine	Enable screen capture.
3.0 or later	Any	Videos never show up in active.Web	Clients not in use	Verify *active.Agent* is launched and user (or free agent) is logged in.
3.0 or later	Any	Videos never show up in active.Web	Not enough video licenses	Contact Technical Support or a sales agent if you need to purchase additional screen capture licenses.
3.0 or later	Any	Videos never show up in active.Web	Random settings incorrect in active.Confole for video	Ensure correct setting in active.Console for screen capture (random, full-time, off).

Vers	Hardware	Symptom	Possible Cause	Solution
3.0 or later	Any	Videos never show up in active.Web	Data server drive full	Check storage capacity on data server.
3.0 or later	Any	**Screen capture failure shows in active.Console**	No video server(s) present	Verify video service is running and connected to network.
3.0 or later	Any	Screen capture failure shows in active.Console	Video server(s) busy	Try one or more of the following: Reduce frame rate on client machine. Use random vs. full-time recording. Reduce screen size of client PCs. Use grayscale vs. color. Add more video servers if necessary.
3.0 or later	Any	Screen capture failure shows in active.Console	Network issues on video server(s)	Resolve network issues.
3.0 or later	Any	Screen capture failure shows in active.Console	Video server drive failure or full	Increase drive capacity Resolve any network issues between video server and data server. If drive is bad, replace it.
3.0 or later	Any	Screen capture failure shows in active.Console	Video server has crashed	Contact Technical Support.
3.0 or later	Any	Screen capture failure shows in active.Console	Network issues on client machine	Resolve network issues.
3.0 or later	Any	Screen capture failure shows in active.Console	Not enough video licenses	Contact Technical Support or a sales agent if you need to purchase additional screen capture licenses.
3.0 or later	Any	Screen capture failure shows in active.Console	CODEC not present on video service	Install CODEC on video server.
3.0 or later	Any	Screen capture failure shows in active.Console	Mirror driver set up incorrectly on client machine	Uninstall and reinstall mirror driver.
Any	Any	**Other video issue**		Check Release Notes and Known Issues list on the ***DigiVoice*** Product Suite CD. Contact Technical Support

COMMON TASKS

This section describes tasks referred to in this document. If you have questions or concerns about performing these functions, contact Technical support.

Re-detect Pika cards

From your desktop, select Start->Programs->PIKA->MonteCarlo 6.1 and launch the PIKA Setup program. Once the program starts, click the magnifying glass icon to detect the boards. When asked if you're sure you want to re-detect the boards, click Yes.

Run DvCon

DvCon is a utility created to help troubleshoot issues and perform certain operations when working with the ***DigiVoice*** software. A DvCon User's Guide, located in the Documentation folder on the ***DigiVoice*** Software Suite CD, explains the commands required to perform functions within the utility.

To launch DvCon from the desktop, selecting Start->Run. and type **dvcon** if you are running the utility on a system where the services are installed. At the command prompt, type the command as it is listed in the Command column (refer to the DvCon User's Guide). Some commands are password protected to prevent untrained personnel from conducting tasks that could have undesirable results. There is a help dialogue in DvCon.

Parrot DSC Maintenance Tool

METHOD A: Stop the recording service according to instructions below. From your desktop, select Start->Programs->CyberTech->Parrot DSC->Parrot DSC API Demo. When the window opens, click Initialize, then Execute, then Init System. Leave the AP Demo window open, and launch the Parrot DSC Maintenance Tool. Follow the instructions given in the Troubleshooting Guide for your particular issue.

METHOD B: Call Technical Support for an automated maintenance tool that can be used while the recording service is running.

Start and Stop Services

From your desktop, select Start->Settings->Control Panel->Administrative Tools->Services. Find the service you wish to stop or start (i.e., DigiVoice Data Service, DigiVoice Recording Service). Right-click and select Start (or Stop) to perform the operation. Repeat these steps to perform the opposite function.

Update EPROM

From your desktop, select Start->Programs->PIKA MonteCarlo 6.1->UpdateAllProms (some versions may say Update EEPROM). When the UpdateAllProms box opens, press any key to continue. Do not be alarmed to see system error messages in the box while your drivers are being updated. When the procedure is finished, press any key to reboot your system. **IMPORTANT!** Updating EEPROM is a procedure meant to be performed one time only. If you later update drivers on your system, do **NOT** run EEPROM again.

Application Event Log

To view the event log, right-click on My Computer and select Manage. Click the + sign to expand the Event Viewer menu. Select Application log. On the right side of the screen is an application event log where you will find events pertaining to ***DigiVoice*** software. Double-click on any event (shown on the right) to see details.

Telephony Driver Release Chart

This chart contains telephony driver information for all versions of ***DigiVoiceXE*** software.

Hardware Type	Software Version	Driver Version
Ai-Logix ISA	1.0.1 – 1.0.2	Not supported
	1.0.2.1 – 1.0.3.3	5.3.0
	1.0.4 – 1.0.4.1	Not supported
	1.1 – 2.0.2.7	5.3.0
	2.1 – 2.1.0.1	Not supported
	2.1.0.3 – 2.1.0.x	5.3.0
	3.0 and up	Not supported
Ai-Logix PCI	1.0.1 – 1.0.1.1	2.2.0.1
	1.0.2	Not supported
	1.0.2.1 – 1.0.3.3	2.2.0.1
	1.0.4 – 1.0.4.1	Not supported
	1.1 – 2.0.2.7	2.2.0.1
	2.1 – 2.1.0.1	Not supported
	2.1.0.3 – 2.1.0.x	2.2.0.1
	3.0 and up	Not supported
Pika (Analog)	1.0.1 - 1.0.1.1	5.6.2.28
	1.0.2	5.7.1.95
	1.0.2.1	Not supported
	1.0.3 - 1.0.3.3	5.7.1.95
	1.0.4 - 1.0.4.1	Not supported
	1.1 - 1.1.3	5.7.1.95
	1.2 - 2.0	6.0.0.94
	2.0.1 - 2.0.2.7	6.1.0.118
	2.1 – 2.1.0.1	Not supported
	2.1.0.3 – current	6.1.1.131
Pika (T1-E1)	1.0.1 - 1.0.3.3	Not supported
	1.0.4 - 1.0.4.1	6.0.0.94
	1.1 - 1.1.3	Not supported
	1.2 - 2.0	6.0.0.94
	2.0.1 - 2.0.2.7	6.1.0.118
	2.1 – 2.1.0.1	Not supported
	2.1.0.3 – current	6.1.1.131
Pika / Parrot ISA	1.0.1 - 1.0.1.1	1.0.0.1
	1.0.2 - 1.0.2.1	Not supported
	1.0.3 - 1.0.3.3	1.0.0.1
	1.0.4 - 1.0.4.1	Not supported
	1.1 - 2.0.2.7	1.0.0.1
	2.1 – 2.1.0.1	Not supported
	2.1.0.3 – current	1.0.0.1

Hardware Type	Software Version	Driver Version
Pika / Parrot PCI	1.0.1 - 1.0.1.1	Not supported
	1.0.2	0.9.2.0
	1.0.2.1	Not supported
	1.0.3 - 1.0.3.3	0.10.0.0
	1.0.4 - 1.0.4.1	Not supported
	1.1 - 2.0	0.10.0.0
	2.0.1 - 2.0.2.6	1.0.4.0
	2.0.2.7	1.0.7.0
	2.1 – 2.1.0.1	Not supported
	2.1.0.3 – 3.0.3.1	1.0.7.0
	3.0.3.1 Rev. A - current	1.0.10.0*
Parrot TOD	1.0.1 - 2.0	Not supported
	2.0.1 – 2.0.2.6	1.0.4.0
	2.0.2.7	1.0.7.0
	2.1	1.0.4.0
	2.1.0.1 – 3.0.3.1	1.0.7.0
	3.0.3.1 Rev. A - current	1.0.10.0*
Parrot Modular (Digital)	1.0.1 – 2.1.0.3.1	Not supported
	2.1.0.4 – 3.0.3.1	1.0.7.0
	3.0.3.1 Rev. A - current	1.0.10.0*
Parrot Modular (Analog)	1.0.1 – 2.1.0.9	Not supported
	3.0 - 3.0.3.1	1.0.7.0
	3.0.3.1 Rev. A - current	1.0.10.0*
Parrot T1/E1 Modular	1.0.1 – 3.0.1.1	Not supported
	3.0.2 – 3.0.3.1	1.0.7.0
	3.0.3.1 Rev. A - current	1.0.10.0*

* - 1.0.10.0 is backwards compatible back to version 3.0.3.